

CIT Customer Satisfaction Report

For the Period 10/1/2004 to 12/31/2004

Survey responses for tickets closed by CIT

Snapshot Date: 2/23/2005

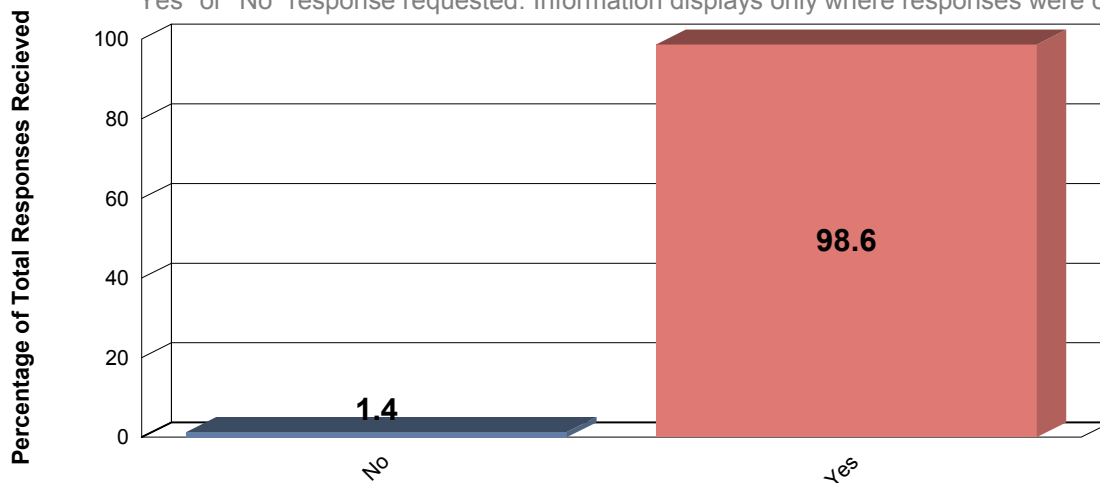
Number of Surveys Sent During Period: 17,670

Number of Surveys Returned: 548

Rate of Return: 3.10 %

Were the Consultant(s) Courteous?

"Yes" or "No" response requested. Information displays only where responses were captured.

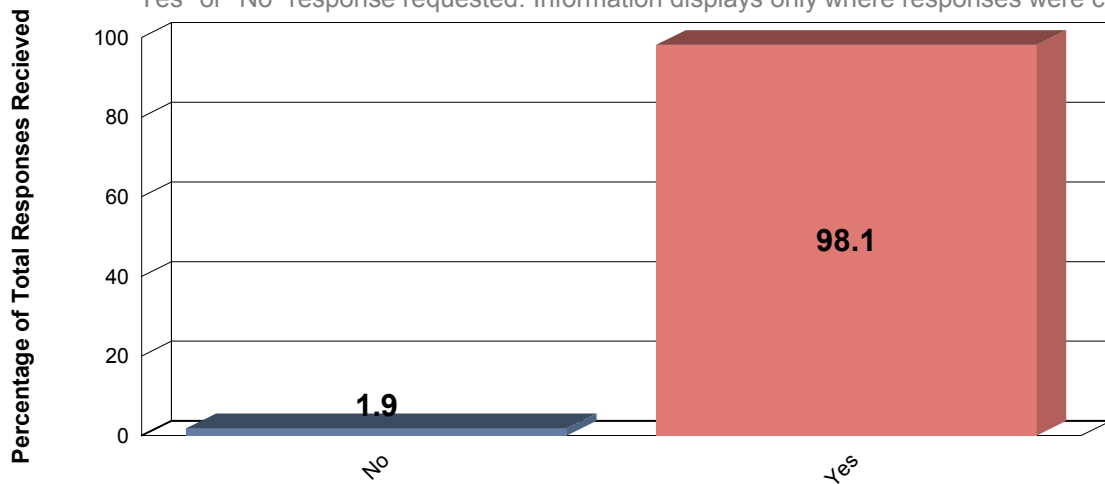


Responses to Additional Questions Asked When Response was "No"

Service Ticket Number	Explanation of Why Consultant(s) Were Not Courteous
ST1340757	He started out w/a condescending attitude when I returned ticket & it went downhill - not enough room here
ST1345306	Not the initial consultant who left me on hold until disconnected. Shawn was able to help.

Did the Consultant(s) Understand the Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.

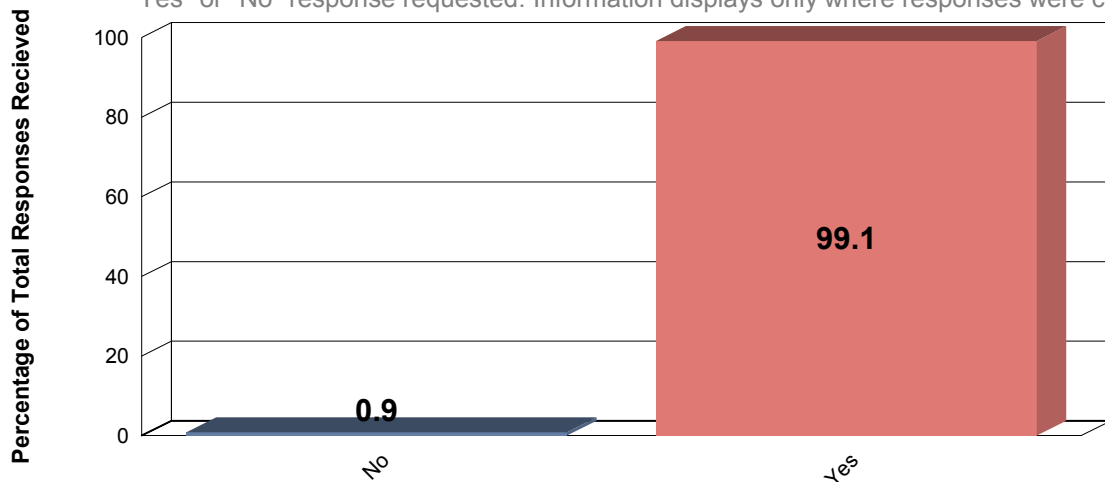


Responses to Additional Questions Asked When Response was "No"

Service Ticket Number	Explanation of Why Consultant Did Not Understand the Problem/Request
ST1321262	I didn't get to speak with one
ST1355890	Can't explain due to character limit
ST1340757	Not at first & again condescending about providing assistance + seemed to think I was playing games. Not enough room here
ST1345306	I don't think the first person did, but Shawn did.

Was the Problem/Request Resolved in a Timely Manner?

"Yes" or "No" response requested. Information displays only where responses were captured.

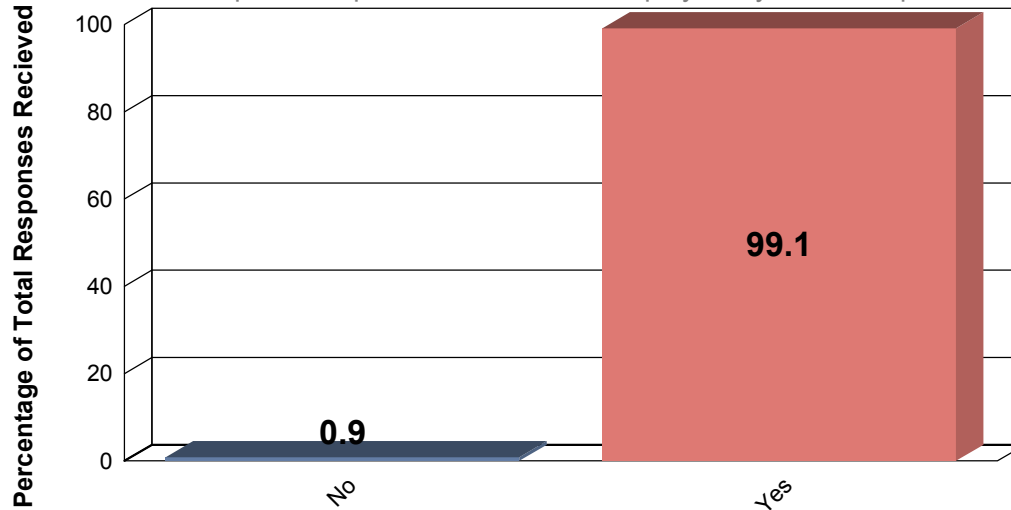


Responses to Additional Questions Asked When Response was "No"

Service Ticket Number	Given the Nature of the Problem/Request, What Would You Expect to be an Acceptable Amount of Time for This Specific Issue?
ST1340757	No Answer Ticket shouldn't be closed until success w/instructions. Shouldn't need 3rd party to remove tk access. No offer~ relay concerns
ST1345306	Other (Specify) I was left on hold by the first person and disconnected. I had to call back for help, which is when I got Shawn.
ST1345545	No Answer
ST1357200	No Answer
ST1321262	Other (Specify) Currently trying to complete the page I couldn't get to before, so it must probably be resolved. Won't know til I submit.
ST1343874	Other (Specify) It has not been resolved yet.
ST1355890	Other (Specify) An indication of a plan of resolution.

Did You Feel That You Received Effective Support from All the Consultants Who Handled Your Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.

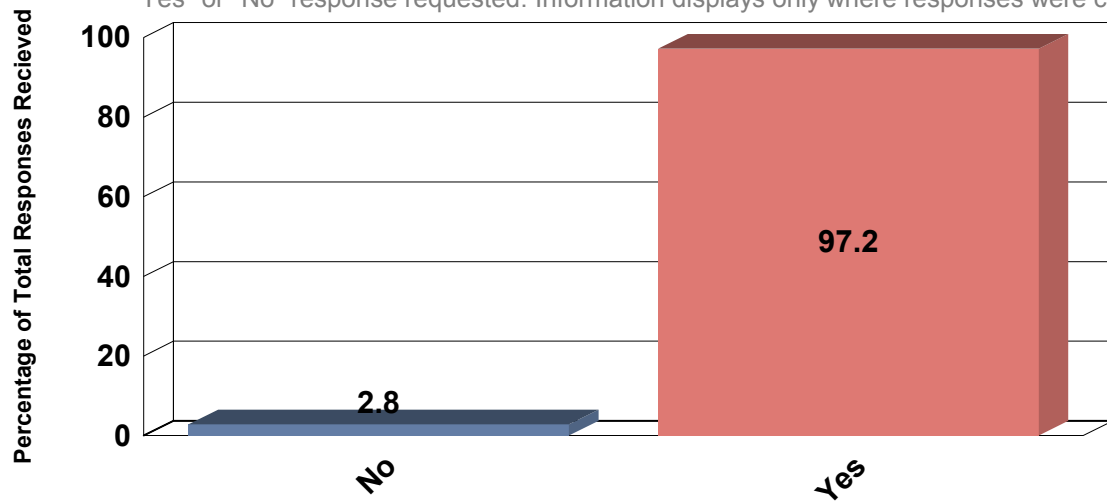


Responses to Additional Questions Asked When Response was "No"

Service Ticket Number	Which Consultant(s) Was Not Effective?
ST1340757	<p>Couldn't tell</p> <p>I'm not sure which role he was in and the problem has not yet been resolved.</p>
ST1345306	<p>No Answer</p> <p>From the first person, held on until disconnected. From Shawn, he was very effective.</p>
ST1359748	No Answer
ST1321262	<p>Couldn't tell</p> <p>Never knew when it was to have been resolved and just now trying to see if it will submit this time.</p>
ST1344303	<p>No Answer</p> <p>I sent the first message, then tried something else to resolve the problem. Sorry, again!</p>
ST1373937	NIH Help Desk Consultant
ST1381335	Couldn't tell

Was the Problem/Request Resolved to Your Satisfaction?

"Yes" or "No" response requested. Information displays only where responses were captured.



Responses to Additional Questions Asked When Response was "No"

Service Ticket Number

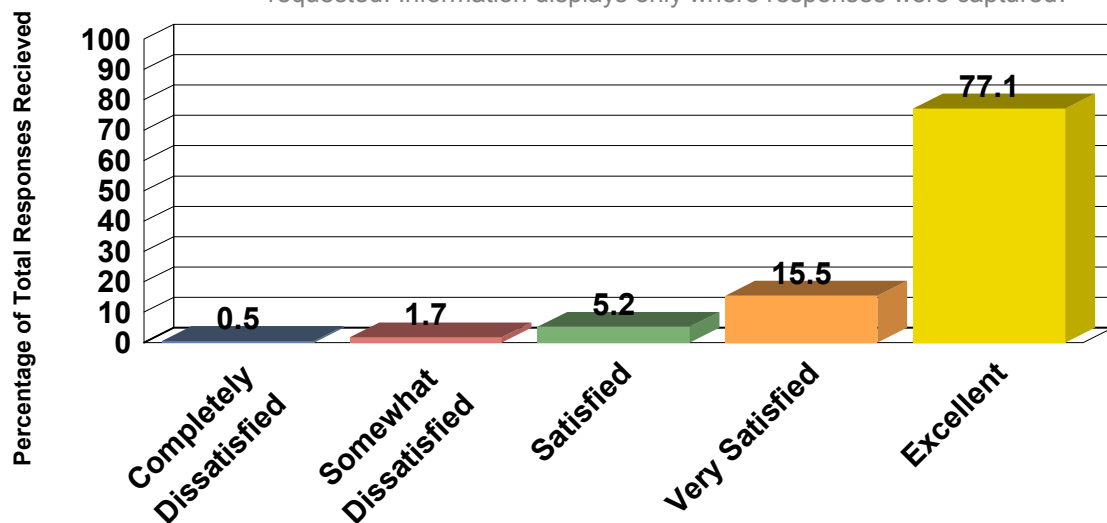
Would You Like to Reopen Your Service Ticket?

ST1157742	No	Received a double order of telephone books.
ST1293261	No	
ST1326506	No	
ST1332925	No	
ST1339285	No	
ST1340757	No	Doesn't appear it will do any good. A shame. Please contact me via Email so communication is in writing. Thank you.
ST1345306	No	From the first person, no. From Shawn, after I called back, YES. Thanks Shawn.
ST1345545	No	
ST1359748	No	
ST1379660	No	
ST1382715	No	
ST1382771	No	
ST1391798	No	
ST1302697	No	
ST1320471	No	
ST1321262	No	
ST1329156	No	301 435-7633

ST1343874	No	There is nothing to understanding that the HelpDesk can do.
ST1348284	No	
ST1355890	No	email: nahabf@ninds.nih.gov
ST1364004	No	
ST1365493	No	
ST1380019	No	

How Would You Rate Your Overall Customer Experience?

"Completely Dissatisfied", "Somewhat Dissatisfied", "Satisfied", "Very Satisfied" or "Excellent" responses requested. Information displays only where responses were captured.



Service Ticket Number	Comments/Suggestions
ST1318510	Please keep up the great work!
ST1320041	Great support; thanks.
ST1321553	very responsive and professional service
ST1321657	we are lucky to work with Karen Botts, real professional and always appreciate her great help
ST1322544	When you do a phone ticket....please send the name of the consultant that is handling the matter on the original email. Also the explanaton instead of TSR is better.
ST1323199	Clone Joe Gannon.
ST1324146	Spoke with Dan Sheehan (?) on the phone. Very smart, courteous and patient.
ST1324805	Pam did a fine job. :-)
ST1326292	This was very fast - I did not expect to be added to the distribution list within minutes of my request! Terrific Service CIT!
ST1326317	I think they've been very helpful each time I've called them. Thanks
ST1326959	Great Service!! Well Done.
ST1328413	Thanks for your support!
ST1328503	Server came back up
ST1328576	He did a great job! Thanks.
ST1329563	Karen's help is always exellent
ST1329676	Very courteous - Thank you!
ST1330522	I appreciated the prompt reply. Michael did an excellent job, as did other staff, in resolving my IT needs. Thank you.

ST1330570	I am always satisfied by work of Karen.
ST1331417	Joe Gannon is a genius, he is great!!!! Munira
ST1331921	I was pleasantly please with the quick response and turn around time to upgrade my PC and restore my desktop. Karen Botts should be commended for you efforts.
ST1332187	Cit folks are a pleasure to work with always. When the chips are down they are ever so helpful
ST1332550	It might be helpful to inform others that the problem relating to VPN connectivity was due to the fact that Windows XP home editin was installed on the client's compouter and VPN software is incompatible with this version of Windows XP.
ST1335073	We got disconnected in the middle of the conversation but the problem was resolved promptly. Please convey my apologies and thanks to the Rep. (David)
ST1335452	The consultant was extremely knowledgeable and quick to solve my problem. I am extremely grateful for the expertise and knowledge of the consultants. Thank you, Sharon Painter
ST1335743	I really like that the NIH help desk staff stay on the line while you are working through a problem that may take several minutes, especially if it involves rebooting the computer.
ST1336291	AS ALWAYS I RECEIVED VERY EXCELLENT HELP.
ST1339055	You have the best people!!!!
ST1339300	I RECEIVED EXCELLENT CUSTOMER SERVICE FROM THE REPRESENTATIVE.
ST1340635	Great Job Pam ...thanks again!
ST1340824	It is hard to determine whether or not the support person was courteous as all interaction took place by e-mail.
ST1341028	Thank you for all your assistance.
ST1341741	I think it is wonderful that the support staff are so well trained that they do not burst into laughter with some of the stupid problems that people like me call about. Thnak you for your kindness.
ST1341962	Thank you for the quick response. I was upset that I 'lost' such a large folder & could not find it. THank you again!!
ST1342127	"Suggestion for browser compatability" doesn't accurately summarize my suggestion to add something along the lines of "only works with IE5 or higher, won't work with Netscape 4.7 or higher" next to the CRISP+ link

ST1342422	CIT was wonderful however I have a problem with forms not downloading easily on my Mac. Don't care for the difficulty in getting forms these days.
ST1342681	Justin does a great job.
ST1342683	The technician who assisted me (Mike) was outstanding. He understood the problem and did not give up until the problem was resolved. He also possesses "Excellent" customer service qualities.
ST1343892	Ms. Peacock was prompt, very pleasant and helpful. Thanks!
ST1344206	It seems as if there was a momentary network slowdown. The problem resolved itself.
ST1345216	Great customer service!
ST1345875	The CIT representative was just great!
ST1346547	with the quicjk resolve of changing the driver we were able to isolate a pritning problem that took serval days to resolve. Users are happy campers now
ST1346640	I learned so much today and I am so grateful to Brian.
ST1346700	Thanks!
ST1346960	Between BOSBE group and VPS Printing group my rear got saved even though it tooks all about four hrs to figure it out. Even the CIT folks in 10 CRC helped isolate the problem in a timely matter.
ST1348207	Mike did very good work and helped solve my problem.
ST1348289	Pam is always quick to solve my issues. She is Great!!!!
ST1348397	Karen Botts is a very wonderful tech!
ST1348849	I am giving a good rating without actually looking at what they did. This survey should be adjusted to where you are able to look at what they have corrected instead of just telling us what has been corrected and expect us to go on that. THANKS
ST1348954	Thanks!
ST1349101	You ISG folks are great. Every one of you is great.

ST1349499	Ike was very knowledgeable and courteous--helped me a GREAT deal. My compliments to him and your staff. Thank you very much!
ST1350909	We all know that Customer Satisfaction is an on-going effort but I must confess, your support staff is always congenial, patient and helpful. You never make us feel rushed and almost always hav a solution.
ST1351977	effortless
ST1352098	This survey didn't take into account that I fixed the problem myself and told the helpdesk to cancel the ticket.
ST1352113	The technician was very helpful.
ST1352219	IKE WAS COURTEOUS AND PATIENT IN HELPING ME FIND CRITICAL DOCUMENTS WITH IMPORTANT CONTRACTING DEADLINES. VERY HIGH QUALITY SERVICE. DCR
ST1352507	I don't know what 'TSR' stands for..please clarify. thank you.
ST1352663	The OIT help desk was very supportive and really resolved the problem. I am most appreciative, particularly considering its the afternoon just before Thanksgiving
ST1357383	Michelle Turner was very helpful while trying to work out request while still being under pressure for work being done on the Clinical Center job.
ST1357640	Stop creating tickets for simple yes or no answers especially when there is a system down NIH wide and a tech just wants confirmation.
ST1357641	I was very pleased with the professional and courteous manner of the person who helped me.
ST1357673	Everyone has been very helpful with all the issues regarding our move. Thanks
ST1359097	Not sure I understand your msg about waiting for a fax. From whom? Me? I have worked it out.
ST1359328	I didn't hear her name, but the woman who called to help was very professional and helpful.
ST1359453	all is well
ST1359629	Thanh Nguyen is always very courteous and very timely and solving my technical problems.
ST1361573	Justin is very helpful and a kind person to work with and I appreciate all his timeless efforts in trying to get my laptop up and running plus getting me set up on my home computer that will enable me to continue to do my NIH work.

ST1363599	The person handling this was excellent. Very courteous and well informed on the subject.
ST1363710	Never actually spoke with anyone and the instructions were not locatable on my screen but the concept was clear because I can now reply. Thanks.
ST1363984	thanks for the support. keep up the good work!
ST1366027	Quick response.
ST1366900	Michelle Turner was outstanding -- from beginning to end. She is excellent.
ST1367100	I am very pleased that I did not miss any calls that went to my previous #. I find 5 rings when calling my number is long could it be changed to 3 rings instead? Thank you very much
ST1368328	Great job. He knew exactly the problem and fixed it immediately.
ST1368694	No I don't have any comments at this time.
ST1368725	Question 4, should that read "you" or "your"?
ST1368790	Mike Dorsey was incredibly helpful - he quickly screened the many parameters I provided and walked me through a quick and easy solution to the problem. A+++++++
ST1369942	no
ST1370390	Justin was extremely courteous and helped resolve my Blackberry problem in a timely manner.
ST1370703	very timely! THANKS!!!
ST1371114	I received immediate service without having to wait. That was great as my need was urgent!
ST1372145	Thank you again for all your patience and assistance.
ST1372154	Thank you for helping me.
ST1373132	Service was excellent.
ST1373359	Thank you, Brian.

ST1373436	The servis was very quick and professional! thank you very much!
ST1376765	I received a response on the second day of my first e-mail and after I re-sent my request. But once I received a assistance, the service was very good.
ST1377146	It was great to get someone on the telephone right away, instead of having to wait for a call back.
ST1378551	Thank you so much for your help!
ST1378685	Thank you for your help. Merry Christmas!
ST1380052	thank you for your patience.
ST1380432	The response to the problem was very timely. Excellent customer service. Thank you.
ST1381150	Thanks!
ST1381821	Thanks so much for your help. It was greatly appreciated!
ST1381829	Whenever I call the help desk everyone is extremely helpful and so courteous. I thank them all.
ST1381915	Pam Davis knew exactly what my problem was and he gave me excellent service. I need to call her directly from now on..... :-)
ST1383024	maybe the server problem can have a band-aid solution to apply during the interim when server is down? I was without email much of the day-
ST1383406	THANK YOU.
ST1384483	Sean was very patient and helpful!
ST1384798	Support person was very responsive and helpful
ST1385093	Thank you for your quick knowledgeable service, very helpful.
ST1385278	#1 forced me to answer yes or no as to whether the consultant was courteous - since this was an email inquiry/response, this is not really applicable.

ST1385350	Re-do the outgoing message on the answering machine at 496-4357 to take out the pause between "the NIH Help Desk" and "Please listen to ..." so people don't think they're already talking to a live person as I did the first time I heard this.
ST1385495	I figured it out myself before speaking with consultant, but he was very polite.
ST1386592	Thank you!
ST1386999	good work. keep it up.
ST1387689	I find the tech support here to be very good.
ST1389113	I think the CIT has helped me on several occasions and did a really good job. I can not think of any way they need to improve at this time. Thanks.
ST1389334	Ron is great!
ST1390239	always excellent help
ST1391438	It was good to have the telephone responder assist me by phone. She identified the problem and walked me through the solution immediately. Thanks
ST1392218	I received prompt, helpful and courteous assistance that immediately solved my problem. Thanks.
ST1392508	Great job. Thanks
ST1392782	Wonderful job! thx.
ST1286570	I hate surveys
ST1319134	As always, very helpful and prompt. Thanks!
ST1320127	When there is an outage of the NBS Travel System, a note should be sent out immediately to all users of the system indicating that there is an outage and what the expected time to fix the problem might be. Thanks.
ST1322384	Mike was very helpful, and knowledgeable about my printer/computer problem. He helped resolve this issue in a very timely manner. Thank you.
ST1323745	Thank you very much William Kao

ST1324536	Great job!
ST1324582	Thank you very much
ST1325705	Very excellent and courteous staff.
ST1326907	Very excellent help as usual. Thank you.
ST1326928	The consultant was very knowledgeable and very responsive to my needs. He has excellent customer relationship skills. Came right in and got right on the job at hand. He work is to be complimented
ST1327206	Thank you.
ST1327982	Only one additional comment- Karen is a real professional.
ST1328930	The consultant gave me confidence in that the problem did not come from my computer. She gave me reassurance. Thank you.
ST1329492	It appears that 2 people replied immediately to my customer survey comments. That's plenty of customer service!
ST1329514	Carla was very professional and courteous. Thank you. Carol Jabir
ST1329891	We are lucky to work with Karen Botts and get her great help.
ST1330903	Mike F, you're great, thanks.
ST1331020	I answered some of the questions untruthfully, because the correct answer was not available. I did not speak to the consultant, who apparently was contacted by my local IT support person, so I cannot evaluate the interaction.
ST1332142	Thanks so much! Jane
ST1332294	Stacian Williams was extremely helpful and patient!
ST1332796	Stacey was extremely pleasant and helpful.
ST1333235	CIT is resolving the problem with the files showing that I needed the review course, when in fact I had taken the review course 8-3-04. Thanks Roland

ST1334852	Thanks Justin
ST1337104	As I said, I am very satisfied with the person who assisted me to resolve this problem. He was kind and efficient.
ST1338543	n/a
ST1339452	NED should warn about two building 10s in list.
ST1340093	None at this time
ST1341464	maybe to anticipate a web connection when establishing an account, though mine might have been a bit idiosyncratic ...
ST1341876	Hello, I assume these CIT independent study courses have books available. Where is the library that contains them? Thanks for any info. - MP
ST1341969	thank you so much . you did that well.
ST1343603	I felt my question was resolved in a timely manner and that the consultant was well informed and courteous.
ST1345133	Great job, thanks
ST1345463	was very satisfied with the service
ST1345802	THANKS!!!
ST1345803	Sean was very patient over the phone and suggested several links that I could download to mitigate the problem I was having with pop-ups. Excellent customer service!
ST1345999	I very much appreciate the quick service I received from the representative -- she was very helpful in walking me through to make the changes.
ST1346267	Verison came by 2:30 p.m. and fixed the problem!!
ST1348650	Overall in the past 6 months or so, I believe the help I have received has improved measurably.
ST1349083	The response time was extremely fast. My hat is off to your staff!
ST1350672	Glad you folks are there for us!

ST1350934	I don't remember the young lady's name who assisted me but she did it in two sentences. Now that's what I call good service!!
ST1351749	Thanks, it was a great service
ST1352357	She was very polite
ST1354865	I had some trouble understanding the last person I was passed on to but he eventually got his message across.
ST1355173	The consultant was very knowledgeable and informed and guided me through the all the information. Thank you, Sharon Painter
ST1355866	Barry Shay took care of this matter for us. As usual, Barry was quick to respond, efficient, and friendly. We appreciate his help.
ST1356357	This issue was addressed promptly and with excellent customer service. Thank you for the great service.
ST1356369	thank you for your help. Great job. Magdalena,
ST1356642	no other comments, just keep up the good work!
ST1357535	Thanh Nguyen is always excellent in response time and knowledge.
ST1360077	Outstanding response time. Thanks very much!
ST1360633	Always receive excellent and very courteous help. Thank you very much.
ST1361158	Thank you.
ST1363421	Donna Esterday was great! We played phone tag for a minute but, we got it allllll resolved. Thanks for the prompt service and Donna's help. Have a good new year
ST1363702	I'm sorry I didn't get the gentleman's name who helped, but he was very polite, courteous and most of all - very patient. Thanks.
ST1364423	Thought thru the problem and gave me the additional information needed for the total souution - THANKS
ST1365328	Technician was superb

ST1366847	Your consultant was a lot better than I was, and was able to compensate for my failing to record entry items that have become pre-programmed. Thanks for the service
ST1367429	Very satisfactory encounter with the Help Desk. Many thanks.
ST1367702	Very quick response--always appreciated!
ST1369560	thanks for a thorough, quick response.
ST1370144	My only comment is that Lekeisha Jackson was terrific! She was polite, friendly, caring and very efficient and professional. Thanks!
ST1371864	hire more people like Rod
ST1372103	This was a highly critical problem - i start 7x24 today and this is my primary device to connect after hours. Pam did an excellent job of getting it back into production. Thanks
ST1372432	Pam is the greatest!!!!
ST1372461	Amy the person who helped me with my problem was very patient, courteous and understood my problem. It took a few minutes to resolve the problem but she helped me. Thanks
ST1372790	Nice, quick response to my email for help. Thanks.
ST1373650	what is the current password i can use to access impac 2? my problem started when i could not remember my password and i attempted to access impac 2 using several other passwords i use, thinking one of them must be the one that would work.
ST1374333	The request to add me to the HPOC list was completed, however my name does not appear on the list in the NBS - Gelco under HPOC. Will this be updated shortly?
ST1374341	Randy was excellent.
ST1374796	The link did not open for the customer support person, nor for me (needs updating, but that's probably not your responsibility.) Customer support person was VERY kind and helpful!!!
ST1375017	Clone this consultant and share him with OD. thanks again! --Chuck
ST1375575	Thank you for calling me so quickly. I must have been contacted within 5 minutes or less. Thank you to the gentleman that helped me so quick and took his time. Thanks again.
ST1376520	Outstanding and very very polite and efficient service. The technicians were wonderful!

ST1377607	i appreciate the VERY rapid response and solution that was right on target!
ST1377999	I apreciated the speed at which a Rep was at my desk & resolved the issue.
ST1379465	She is top notch and the best.
ST1379592	The help exceeded my expectations. Many Thanks!
ST1380010	thanks for all your immediate help.
ST1380152	Great Job Thanks
ST1381363	I think the service that you provide is excellent.
ST1381559	Brian(NIAID person) was GREAT -efficient, timely, knowledgable!
ST1383044	Scott was outstanding providing me with the fix for my excel worksheet problem. Patient, helpful, and knowledgeable! Thanks
ST1384190	no
ST1385416	You have excellent customer service.
ST1385606	Thank you for your immediate help to my distressing problem. Thank you also to Lauren Zelepsy who immediately came to my office to promptly fix the problem. Jane Blash, NP
ST1385964	Felice Harper did an outstanding professional job on this event for us. This included coordination, practise runs to ensure success and then active monitoring during the meeting itself. Thank you.
ST1386559	The technician was very knowledgeable and patient.
ST1390926	thank you verry much
ST1392035	Happy New Year